

Patient Statements

Increase patient collections, decrease AR days and reduce billing costs — all while improving patient satisfaction

Statements are often the single touchpoint between patient services rendered and payment. Given the impact this communication has on your bottom line, it's critical to have the right tool in place — one that will expedite your billing and collections as well as foster patient relationships.

Take a patient-centric approach to statements. Get paid faster while increasing patient satisfaction with Patient Statements — easy-to-understand, customizable communications that get you results.

Benefits to you

1. **Increase patient collections** through thoughtfully constructed statements built to reduce friction from invoice receipt to payment.
2. **Decrease AR days** with in-house presort for maximized speed of statement delivery.
3. **Reduce patient billing costs** with content management tools, cleansed addresses, and presort mail rates.
4. **Help improve health outcomes** with the flexibility to include targeted educational messages and the promotion of complementary services.
5. **Increase patient satisfaction** with a single statement for hospital and physician billing.

With predefined content areas that are easily updated, you can focus on what matters most — patient needs.

What you can expect:

- **Full-color statements designed for clarity:** Intuitive layout reduces patient phone calls and payment delays.
- **Patient personalization:** Content management tools expedite tailored educational messaging or promotion of additional sources of revenue.
- **Custom targeting:** Deliver the right messages to the right audience with sophisticated targeting capabilities.
- **Freedom to change:** Predefined content can be easily updated with no programming fees — often before your next statement run.
- **Clean data:** Verification software cleanses patient addresses to minimize returned mail and surplus charges.
- **Efficient invoice processing:** Integrated production and dispatch with in-house presorting facilities.
- **Optimized mailings:** Mail commingling to decrease time in transit and reduce postage costs.
- **Straightforward patient experience:** Consolidated hospital and physician invoices help get you paid faster.

Get even more from Patient Statements:

Integrated with PatientSimple™, healthcare expenses can be managed online.

Integration with PatientSimple™ offers the flexibility to manage expenses online



P.O. Box 12345
Anytown, CA 12345-1234

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SAMPLE A SAMPLE
C/O LINE
DELIVERY ADDRESS 1
DELIVERY ADDRESS 2
DELIVERY ADDRESS 3
SACRAMENTO ST 12345-1234

IMPORTANT MESSAGE

Thank you for choosing St. Hope Hospital.
Your Insurance company has paid their portion and the remaining portion of \$488.60 is your responsibility. Please pay this amount in full.
Please find below the Customer Service phone numbers for any questions you may have.

Customer Care: For Billing Questions?
Phone: 1-888-661-5657
Fax: 1-888-261-5631
Email: businessoffice@sthopehospital.com

 **Pay Online:** www.sthopehospital.com
 **Pay by Phone:** 1-888-661-5657

ACCOUNT INSURANCE

Primary Insurance: Blue Cross 344A7777
Secondary Insurance: None
Please verify your insurance is correct!

ACCOUNT SUMMARY

Service Date(s): Aug. 7, 20XX
Service Type: Outpatient
Statement Date: Aug. 17, 20XX
Patient Name: SAMPLE A SAMPLE
Account Number: 1234567890

Total Charges	\$ 1,854.00
Insurance Payments/Adj.	\$ 1,000.00
Insurance Pending	\$ 0.00
Patient Payments	\$ 365.40
Current Account Balance	\$ 488.60
Amount You Owe	\$ 488.60

SUMMARY OF SERVICES & CHARGES

Service Date(s): Aug. 7, 20XX
Location: St. Hope Hospital

Room Charges	\$ 500.00
Laboratory	\$ 300.00
X-Ray	\$ 200.00
Drugs	\$ 854.00
Total Charges	\$ 1,854.00

Please Note: Your physician will bill separately for their professional services. Enclose this payment stub with your payment.



Statement Date September 30, 20XX

Check here if your address or insurance information has changed.
Please indicate changes on the back of this page.

MAKE CHECK PAYABLE TO St. Hope Hospital
|||...|||

ST. HOPE HOSPITAL
RETURN ADDRESS 1
RETURN ADDRESS 2
ANYTOWN ST 12345-1234

12345678901230000001234562013093022

Patient Name	Account Number	Date Due
SAMPLE A SAMPLE	1234567890	09/30/XX
Amount Now Due		Amount I Am Paying
\$424.90		\$ <input style="width: 50px;" type="text"/>
Select One <input type="checkbox"/> Payment Enclosed <input type="checkbox"/> Charge		
<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> 		
Card # _____		
Exp. Date _____		
Print Cardholder's Name _____		
Signature _____		

PREVENT THE FLU SYMPTOMS THIS SEASON

GET VACCINATED! FLU SHOTS \$25
Now available Monday thru Friday at all St. Hope Clinics from 9:00am to 6:00pm. No appointments needed. It's time to be prepared this season.

For additional ways of preventing the flu visit us online today at www.sthopehospital.com.

It's time to be prepared!



Clarity of account and billing details help patients understand total charges, insurance contributions and what they owe

Tailored messaging is easily and quickly implemented, allowing for timely educational or promotional announcements

